

Appl. No: 09/835,507
Amdt. Dated September 10, 2004
Reply to Office Action of June 15, 2004

Amendments to the Specification:

Please add the following new paragraph immediately after the Title on page 1:

RELATED APPLICATIONS

The present invention is related to U.S. Patent Application No. 09/779,147, filed February 8, 2001, for "Automated Service Support of Software Distribution in a Distributed Computer Network."

Please replace paragraph beginning at line 15 on page 32 with the following amended paragraph:

Referring again to Figure 2, the distribution process 102 continues with notification at 114 that the underlying device or communication network problem has been corrected. In one embodiment, notification is provided by a message from the relevant maintenance center 48, but in other embodiments the master network device 16 or the auto ticket tool 72 may be adapted for monitoring progression of repairs to identify when a device or communication link identified as an underlying problem in a job ticket comes back on line.

Please replace paragraph beginning at line 25 on page 32 with the following amended paragraph:

The distribution process 102 continues at 118 with determination of the affected intermediate distribution server and the down time period (or time of interest for redistribution). The down time period can be the actual time a distribution device was out of service or the time period measured from the last distribution servicing of the device. At 102, an operator may complete this function by reading issued job tickets. Alternatively, the step 102 may be accomplished with periodic (such as daily, weekly, or some other time period) servicing of each intermediate server 38, 58 (i.e., logging on to the server 38,

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58 and calling redistribution tool 92, and running the tool 92 for a previous time period, such as the prior week). In yet another embodiment, the redistribution tool 92 or the software distribution tool 18 may operate to monitor distribution jobs, to log failed distributions, to identify when down devices are repaired, and in response, sending a message to the an appropriate maintenance center 48 to log onto an affected intermediate server 38, 58 to initiate redistribution from the server.